

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2019/2020

BHR3614 – HUMAN RESOURCE MANAGEMENT

(All Sections/Groups)

09 JUNE 2020
2.30 p.m - 5.30 p.m
(3 Hours)

INSTRUCTIONS TO STUDENT

1. This Question paper consists of **TWO (2)** pages with **ONE (1) SECTION**.
2. Answer **ALL** questions, and all questions carry equal marks and the distribution of the marks for each question is given.
3. Write all your answers in the Answer Booklet provided.

QUESTION 1

- a) The training programs will have the competencies the employees need to achieve the strategic plans of the company. Training is found to be important. If even high-potential employees don't know what to do and how to do it, they will improvise or do nothing useful at all. Briefly explain the **FIVE (5)** steps in the training process.

(15 marks)

- b) Managers should determine what a job entails before deciding who to recruit and select for the job. Job analysis is crucial for validating all major human resources practices, especially when it comes to legal compliance. Identify and explain **TWO (2)** methods used for gathering job analysis data.

(10 marks)

(Total = 25 marks)

QUESTION 2

- a) Job posting means publicizing the open job to employees, usually by literally posting it on company intranets or bulletin boards. Organization may use internal recruiting to fill up the position. Explain **THREE (3)** advantages and **THREE (3)** disadvantages of internal recruiting.

(15 marks)

- b) Tasks like formulating strategic plans and making data-based decisions require new human resource manager skills. Human resource managers cannot just be good at traditional personnel tasks like hiring and training. Explain **FIVE (5)** new duties required by human resource manager in managing modern-day workforce in organization.

(10 marks)

(Total = 25 marks)

Continued

QUESTION 3

- a) Performance appraisal involves evaluating an employee's current and past performance relative to his or her performance standards. Appraisals play an integral role in the employer's performance management process. The appraisal lets the boss and subordinate develop a plan for correcting any deficiencies while reinforcing those things the employee does correctly. Appraisals are a useful career planning tool. Discuss **FIVE (5)** possible complications that managers regularly make in appraising their subordinate's performances.

(15 marks)

- b) A company operating multiple units abroad does not have the luxury of dealing with a relatively limited set of economic, cultural, and legal variables. Explain **TWO (2)** intercountry differences that may influence international human resource practices.

(10 marks)

(Total = 25 marks)

QUESTION 4

Aligning the employee's efforts with the job's standards should be a continuous process. When you see a performance problem, the time to take action is immediately. Similarly, when someone does something well, the best reinforcement comes immediately, not six months later. Discuss **FIVE (5)** components necessary for an effective performance management process.

(25 marks)

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